

Appendix B: Making changes

This chapter provides information on

- upgrading the operating system
- upgrading to a Development system
- conversions and expansion
- software reinstallation
- installing a second hard drive
- using SCU (system configuration utility)
- reserializing the system

Prerequisites

Whenever you perform installation or upgrade procedures, ensure that you have the following:

- Mass Installation Toolkit (MIT) consisting of three floppy disks and two tapes (described in this section)
- SCO Open Desktop Lite registration card
- SCO Development system registration card (for Development systems)
- Report Writer Keycode and serial number
- Meridian IVR Keycode number

Upgrading the SCO operating system

If the operating system needs to be upgraded, then a reinstallation of the entire operating system must be carried out. This procedure involves the following steps:

- 1 Using the Meridian IVR Backup tool to back up the required data
- 2 Installing the new operating system with the Mass Installation Toolkit (MIT) system tape and diskettes
- 3 Restoring the data files

Information on the use of the Backup tool is found in the *Meridian IVR Maintenance and Diagnostics Guide* (NTP 555-9001-500).

Upgrading from a Run-time to Development system

This procedure is only valid for upgrading from a Run-time system to a Development system. It involves installing the Development system tape and the Meridian IVR application tape.

A Development system cannot be downgraded to a Run-time system.

Procedure B-1

Installing the MIT tape and diskettes

- 1 Insert the MIT tape into the tape drive.
- 2 Reboot with the N1 diskette.
- 3 When prompted, enter the serial number and activation key that are provided for the Development system package.

Procedure B-2

Installing the IVR application tape

- 1 Insert the Meridian IVR Application Tape into the tape drive.
- 2 Log in as root to a single user.
- 3 Type **init.install** and press <Enter>.
- 4 This command downloads the permlist from the tape. Then, it looks for the name of the preparation script from the tape and invokes it. The initialization script invokes the install program.

- 5 The install program prompts for the new Keycode. Enter the customer Keycode, and press <Enter>.

After the keycode is entered, the install program reads the customer serial number from the security device, and decrypts and decodes the Keycode where it recognizes that an upgrade is being performed. Then it modifies the already existing customer profile file.

Conversions and expansion

Conversion

Applications written on Meridian IVR Release 1.2 can be moved to Meridian IVR Release 2.0/I. User functions moved to Release 2.0/I Intel/SCO platform require porting and recompilation.

Expansion

If additional features or options are required by a customer already running a Meridian IVR Release 2.0/I system, a new tape need not be created at the factory. A new keycode will be created and used to reinstall the new features onto the customer's system.

Refer to the documents entitled *Meridian IVR Release 2.0/I Keycodes Feature Specification* and *Meridian IVR Release 2.0/I Installation / Upgrade Feature Specification* for further details (PS-3022-212).

Software reinstallation procedures



ATTENTION!

Before attempting to reinstall any Meridian IVR software, be sure to review this entire section carefully.

Reinstalling the Meridian IVR software replaces the entire contents on the hard drive. For an existing system, it is important to get a backup system copy of all your site-specific files before the reinstallation is done. This allows you to quickly restore your current configuration once the installation from tape is complete.

When to use Since the operating system software and Meridian IVR software is factory installed this procedure is used only when the hard disk has crashed and needs to be replaced or reformatted, or when software upgrades are to be applied to the Meridian IVR system.

Such events require you to load the operating system and application software from the two software distribution tapes delivered with the system. These tapes are *not* to be used for backups and should be kept in write-protected mode and *only* used to rebuild the system.

Allow up to 90 minutes for the complete software reinstallation procedure.

Physical inventory

Meridian IVR Release 2.0/I and SCO UNIX software is distributed on three floppy disks and three tapes:

- Volume N1 Boot diskette
- Volume N2 root filesystem diskette
- MIT Operating System tape (System Image)
- M01 MIT Master Install diskette
- Meridian IVR Application tape
- Meridian IVR 2.0/I system prompts (tape)

System backup

Perform a system backup before reinstalling the operating system software for an existing system. See the section on performing a full system backup in the *Meridian IVR System Administration Guide* (NTP 555-9001-300).

We recommended that you perform a backup frequently to ensure that the backup tape is always current.

Reinstalling the operating system

It is not always necessary to reinstall the operating system when you are making software changes. See the section on reinstalling the operating system in Chapter 6 of the *Meridian IVR Maintenance and Diagnostics Guide* (NTP 555-9001-500).

Entering single user mode

The following procedure describes how to reboot the system and get into single user mode.

Procedure B-3 Rebooting the system

- 1 Type **reboot** and press <Enter> at the system prompt.

The system reboots. Shortly after the system restarts, the following prompt appears:

Boot

- 2 Press <Enter> to continue the bootup procedure.

After several system messages are displayed, the following prompt appears:

Type CONTROL-d to proceed with normal startup,
(or give root password for system maintenance):

- 3 Enter the root password and press <Enter> to enter Maintenance mode.

The reboot process is now complete. You can now continue with reinstallation of the IVR application software.

Note: If you did not choose a system name during the operating system installation procedure, you will have to enter a system name at this point. Once you have entered a system name, the system will reboot and you will have to repeat the above procedure.

Reinstalling the IVR application software

When the system has been rebooted, you can continue with reinstallation of the IVR application software. The following procedure describes how to install the IVR application software.

Procedure B-4
Reinstalling the IVR software

- 1** Insert the IVR application tape in the tape drive.
- 2** Start the install script; type the following command:

init.install

A message appears stating the conditions for IVR installation. Ensure that the following conditions are met for IVR software installation:

- You are logged in as root.
- The system is in single user mode.
- The Meridian IVR application tape is in the tape drive.

The following prompt appears:

Are the above conditions met? (y/n)

- 3** Type **y** and press <Enter> if the above conditions are met. If the conditions are not met, type **n** and press <Enter>, and repeat this procedure.

If the system is not in single user mode, you must reboot the system and get into single user mode. (See **"Rebooting the system"**.)

The following message appears after installation begins:

Extracting installation script and files from tape

After five to ten minutes, the following prompt appears:

please enter your keycode or enter q to quit:

- 4** Type the keycode for your IVR application configuration and press <Enter>. Do not type spaces within the keycode. The keycode is not case sensitive. You have three chances to enter the correct keycode, after which the installation script will exit.

The list of options is displayed, followed by the prompt:

Please enter y to continue and n to abort (y/n)

- 5** Type **y** to continue with the installation.

After various system messages, the following messages appear:

Installing Report Writer

INSTALLATION

At least 6 MB free disk space should be available.
Is there enough free space [y]

- 6** Type **y** and press Return to continue with Report Writer installation, or **n** to skip this part of the installation.

If you type **y**, respond to the following prompts for the Report Writer:

Serial number:

Key:

Number of users:

Directory to install fs- Report [/usr/local/fsreport]

The Number of users should be **1** and directory should be **/u/fsreport**.

If you have the Fax Response option, several fax installation messages appear.

After Report Writer installation (and fax installation, if applicable), the following prompt appears:

Do you have a second hard disk to configure? (y/n)

- 7** Type **y** and press <Enter> if you have installed a second hard drive, otherwise type **n** followed by <Enter>.
- 8** If you answer **y**, follow the procedure in **"Installing a second hard drive"** below to install the hard drive and complete IVR application installation.

After several system messages, the system returns to the operating system prompt.

IVR application software installation is complete. You can now shut down or restart the system using the next step.

- 9** Follow the procedure under **"Entering single user mode"** until the following prompt appears:

Type CONTROL-d to proceed with normal startup,
(or give root password for system maintenance):

- 10** Type <Ctrl+D> to continue with normal startup and start the Meridian IVR GUI.

Installing a second hard drive

This procedure is a subset of the procedure in “**Reinstalling the IVR application software**”. You must reinstall the IVR application software to install a second hard drive. This procedure cannot be performed separately.

Note: Hardware installation of a second hard drive is described in the *Meridian IVR Maintenance and Diagnostics Guide* (NTP 555-9001-500).

Procedure B-5 Installing a second hard drive

- 1 Follow the procedure in “**Reinstalling the IVR application software**” until the following prompt appears:

```
Do you have a second hard disk to configure? (y/n)
```

- 2 Type **y** and press Return.

The following messages are displayed:

```
Copying the required files for configuring the second
disk
```

```
System is Adding the Following SCSI Hard Disk:
```

```
Host
Adapter          Adapter
Type  Device    Number  ID      LUN
-----
alad   Sdsk       0         1       0
Updating SCSI configuration.
```

```
The SCSI configuration file has been updated.
A new kernel must be built and rebooted before disk
configuration can continue.
Would you like to relink at this time?
```

```
The UNIX Operating System will now be rebuilt.
This will take a few minutes. Please wait.
```

```
Root for this system build is /.
```

```
The UNIX Kernel has been rebuilt.
```



```
Backing up /unix to /unix.old
Installing new /unix
Setting up new kernel environment
Relinking now
```

After the system is rebooted with the new kernel, invoke `.second` (by typing `./second`) to initialize the new hard disk.

Successful completion of Meridian IVR NewInstall
MIVR Installation has successfully completed.

- 3** Follow the procedure under **"Entering single user mode"** and log in as root to enter maintenance mode.

- 4** At the system prompt, type the following command:

`./second`

The following messages appear:

```
Initializing The Second Disk
```

```
Overwriting all of the present contents of the hard
disk.
```

```
Second DISK Detected !
```

```
Installation of Second Disk In progress
```

```
Formatting and Creating UNIX Partition on Second Disk
```

```
No space left on disk for further partitions
```

```
Filesystem number 0 already exists.
```

```
Filesystem number 5 already exists.
```

```
bytes per logical block = 1024
```

```
total logical blocks = 510079
```

```
total inodes = 65488
```

```
gap (physical blocks) = 7
```

```
cylinder size (physical blocks) = 400
```

```
cluster size = 16
```

```
mkfs: Available blocks = 505920
```

```
Mounting filesystem
```

```
Move Fax Data from Prime Disk to Second Disk? (y/n)
```

- 5** Type **y** to move the Fax data to the second hard drive.

After several messages, the following message appears:

```
End of Second Disk Installation!
```

Installation of the second hard drive is complete. Reboot the system normally to start Meridian IVR.

The System Configuration Utility

The System Configuration Utility (SCU) is used to configure and reconfigure the Application Processor when it is installed, or when any subsequent additions or changes have been made to the system.



ATTENTION!

This utility is only needed, during the installation process, to add an Ethernet card.

The SCU automates the configuration process for maintaining system parameters and storing those parameters in memory. The SCU guarantees that there will be no conflicts or contention issues between adapter cards, since it assigns all necessary system resources.

The SCU must be executed every time adapter cards are physically added, removed, or moved. The SCU operates on the information provided by the configuration files in the system's memory.

When the Application Processor is powered on the system BIOS reads the system configuration information from memory and initializes all adapter cards on the system.

For more information about the System Configuration Utility refer to the *Meridian IVR Maintenance and Diagnostics Guide* (NTP 555-9001-500)

Reserializing the Meridian IVR system

This procedure is used to reserialize the system when the number of users is increased or decreased. When this type of upgrade is made a new Activation Key and Serial Number supplied by the vendor must be used to reinitialize the system.

Note: This procedure does not add any functionality or remove any options from the Meridian IVR system.

Procedure B-6 Invoking the reserialization script

- 1 To invoke the reserialization script type the following command:

```
serialfix
```

from any window. When prompted, use the serial number and activation key included with the SCO Open Desktop Lite distribution.

Note: The serial number and activation key for SCO are case sensitive. Type them exactly as they appear on the activation cards.

- 2 Respond to the following prompts using the appropriate serial number and activation key from the SCO Product Activation card:

```
Enter your serial number or enter q to quit:
```

```
Enter your activation key or enter q to quit:
```

The following message appears:

```
SCO Open Desktop Development System Serialization
```



ATTENTION!

When prompted, use the serial number and activation key included with the SCO Open Desktop Development System distribution.

- 3 Respond to the following prompts using the appropriate serial number and activation key from the SCO Product Activation card:

```
Enter your serial number or enter to quit:
```

```
Enter your activation key or enter to quit:
```

The following message appears:

```
MIT serialization complete
```